

**THE TULALIP TRIBES**  
**TGO/QCC/BINGO**  
**Job Description**

**JOB TITLE:** Entertainment Manager

**POSITION NUMBER:** TGO-181-11

**NOTE:** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

**The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.**

**EDUCATION:**

- ☐ High School Diploma or GED equivalent required. (**Copy of either document must be submitted with application**)
- ☐ Associates Degree from an accredited college. (Attach documentation with application if applicable) May accept five (5) years experience managing entertainment and venue processes in lieu of degree.

**SKILLS:**

- ☐ Excellent communication skills, both verbal and written. (**Test required**)
- ☐ Excellent guest service skills.
- ☐ Good math and analytical skills using Microsoft technologies. (**Test required**)
- ☐ Must have public announcement skills.
- ☐ Must be computer literate with working knowledge of MS Office, Word, Excel, PowerPoint, and Access programs.
- ☐ Ability to maintain composure, think clearly and perform well under pressure in a fast paced environment.
- ☐ High degree of organizational skills for prioritizing, multi-tasking, planning, and coordinating entertainment events.
- ☐ Solid interpersonal, networking and public relation skills with emphasis on verbal communication and interfacing with diverse array of people, i.e., personnel, guests, vendors, management and executives, using poise, tact, and diplomacy.
- ☐ Ability to negotiate via phone and document conversation follow ups with vendors and agencies.
- ☐ Pleasant personality, team oriented, and enjoys working with and assisting people.
- ☐ Ability to read, analyze, and interpret documents, such as policy and procedure manuals, artist riders, and other related documents.

**EXPERIENCE:**

- ☐ Minimum of five (5) years entertainment and/or event management experience.
- ☐ Minimum of five (5) years experience managing event ticket and ticket scaling process.
- ☐ Minimum of five (5) years experience using Microsoft Access, Word, advanced Excel, and Power Point programs.
- ☐ Minimum of five (5) years experience negotiating agency contracts, riders, talent fees, and vendors.

**OTHER REQUIREMENTS:**

- ☐ Must be 21 years of age or older. (**Submit documentation with application**)
- ☐ Must have a clear voice that can be understood by guests on the PA system.
- ☐ Ability to maintain confidentiality of sensitive information.
- ☐ Must attend training and staff meetings as required.
- ☐ Must have a valid driver's license and proof of insurance. (**Attach documentation with application**)
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work at all gaming sites, the Tulalip Resort Casino, Quil Ceda Creek Casino, and Bingo.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Category B Tribal Gaming License.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have a successful employment history with the Tulalip Tribes and/or other employers.

**Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- ☐ Ability to sit and/or stand for extended lengths of time.
- ☐ Strength and endurance to lift and carry up to 35 lbs. on an occasional basis.
- ☐ Tolerance to work in a smoke filled environment.

**Tribal Department:** Marketing

**Employee Classification:** Exempt

**Job Summary:** Under the general direction of the Marketing Director manages projects directly related to entertainment for all TGO venues.

**Employee reports To:** Marketing Director or designee

**Extent of Job Authority:** Under the direction of the Marketing Director, organizes and plans entertainment for the Tulalip Resort Casino.

**Specific Duties Performed:**

1. Prepare, coordinate and manage all phases of entertainment, pre-event, actual event and post event analysis.
2. Oversees the Sound & Lighting Technician Supervisor providing written work schedules, evaluations, assigning projects and other duties.
3. Supervise staff assembled for the production of each event.
4. Work with a minimum of three booking agents to generate proposed acts and prices for recommendation to the Marketing Director.
5. Provide the Marketing Director with proposed yearly strategic entertainment plans.
6. Plans entertainment suitable for the casino guest's demographics.
7. Prepares Letters of Intent and/or Notifications of Intent for submittal to Tribal Gaming, ensuring approval is obtained prior to all entertainment and/or events.
8. Ensures job tickets are filled out for all in house collateral and media advertising with the appropriate booked bands pictures, press releases and information with a minimum of two weeks prior to placement of advertising on the casino floor.
9. Onsite point person and available by phone during each event, handling all unexpected problems and occurrences.
10. Responsible for setting procedures in place ensuring all duties are completed prior to each show.
11. Ensures proper communication with the Food & Beverage and venue staff, providing updates on all entertainment acts plans for seating arrangements and food orders if applicable.
12. Provides all departments receive monthly updates on all entertainment events to ensure proper communication.
13. Responsible for booking, payment, planning, and coordination with all entertainment acts.
14. Responsible for following through on all contractual obligations with agents, bands, and enterprises.
15. Coordinates with the hotel coordinator on hotel accommodations required by national acts 30 days prior to the events.
16. Coordinates transportation for all national acts to and from the hotels and airport providing written plans to the Transportation Department 15 days prior to each event.
17. Ensures the sound and/or video systems are set up for all events.
18. Responsible for planning and coordinating the set up of seating arrangements with maintenance for each event.
19. Coordinate the efforts of all departments involved in the production of events, i.e., Marketing, Food & Beverage, Slots, Security, Finance, Cage, TGA, Reception, Maintenance, etc. to maximize the level of guest satisfaction, inter-departmental communication, and overall event success.
20. Produce a weekly report to Marketing Director based on project entertainment status and revenue generated for each event to include beverage sales, ticket sales and casino added revenue due to event.
21. Manages ticket sales procedures with TGA, Cage, Marketing Director, and Marketing staff providing constant updates to the Marketing Director regarding ticket sales.
22. Provides the Security Department receives a list of all band members and affiliates names ensuring they check in with security to receive visitor badges.
23. Meets with team members to provide information and guidance to the client in order to obtain accurate event specifications.
24. Prepares and reviews event agendas and confirms all services and necessary preparations are in order.
25. Acts as a liaison for the property to ensure successful execution of events.
26. Meets with potential property users and site selection committees, providing site tours of the facility as requested.
27. Submits content for collateral distribution to all team members on property, providing timely and informative reading.
28. Updates and distributes special events calendar for in-depth review for all team members.
29. Prepares, and submits to the Director, a monthly activity summary of special events.
30. Verifies daily, that all posters and/or brochures are stocked at event locations.
31. Held accountable, to a high degree, for the thoroughness and accuracy of departmental records and reports.
32. Maintains an exceptional level of guest service and satisfaction at all times.
33. Performs all other duties deemed necessary or requested.

**Terms of Employment:** This is a Regular Full-time position requiring 40 hours per week or 2080 per year.

**Pay Rate:** \$30.58 per hour

**Opening Date:** June 10, 2011

**Closing Date:** June 24, 2011 @ 4pm

**Please return your completed application with required attachments, by the closing date and time, to the Tulalip Tribes Central Employment Office, located at 10200 Quil Ceda Blvd Tulalip, WA 98271. Tulalip Employment hours Monday-Friday, 9:00 a.m. to 5:00 p.m. Main telephone number (360) 716-1562.**